Diversity, Equity and Inclusion (DEI) in the Electronic Health Record

Capturing the Lived Experiences of Patients

Symposium to Reduce Documentation Burden on U.S. Clinicians by 75% by 2025

25x5

Kenrick D. Cato, PhD, RN
Assistant Professor
School of Nursing
Columbia University

Kevin B. Johnson, MD, MS
Professor & Chair
Dept. of Biomedical Informatics
Vanderbilt University

Amanda J. Moy, MPH, MA
NLM Pre-doctoral Trainee
Dept. of Biomedical Informatics
Columbia University

Jessica M. Schwartz, MPhil, BSN, RN
NINR Pre-doctoral Trainee
School of Nursing
Columbia University

Catherine Thomsen, MPH
Program Director
Zero Breast Cancer

The 25X5 DEI Taskforce

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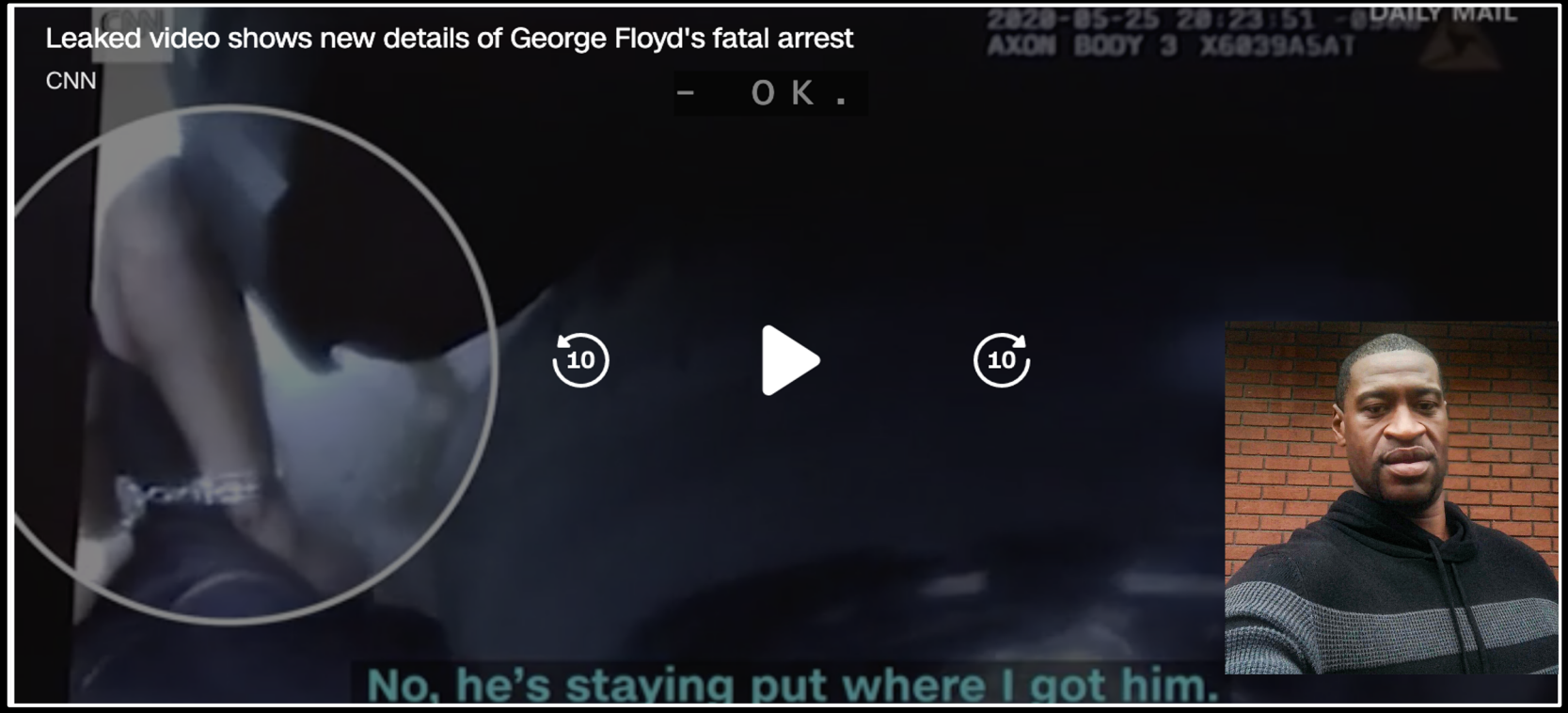
Vision


Leaked video shows new details of George Floyd's fatal arrest
CNN
2020-05-25 20:23:51
AXON BODY 3 X6039A5AT
- OK.
10
10
No, he's staying put where I got him.

How different would the documentation be if it were written from the patient's perspective?

1

Structure

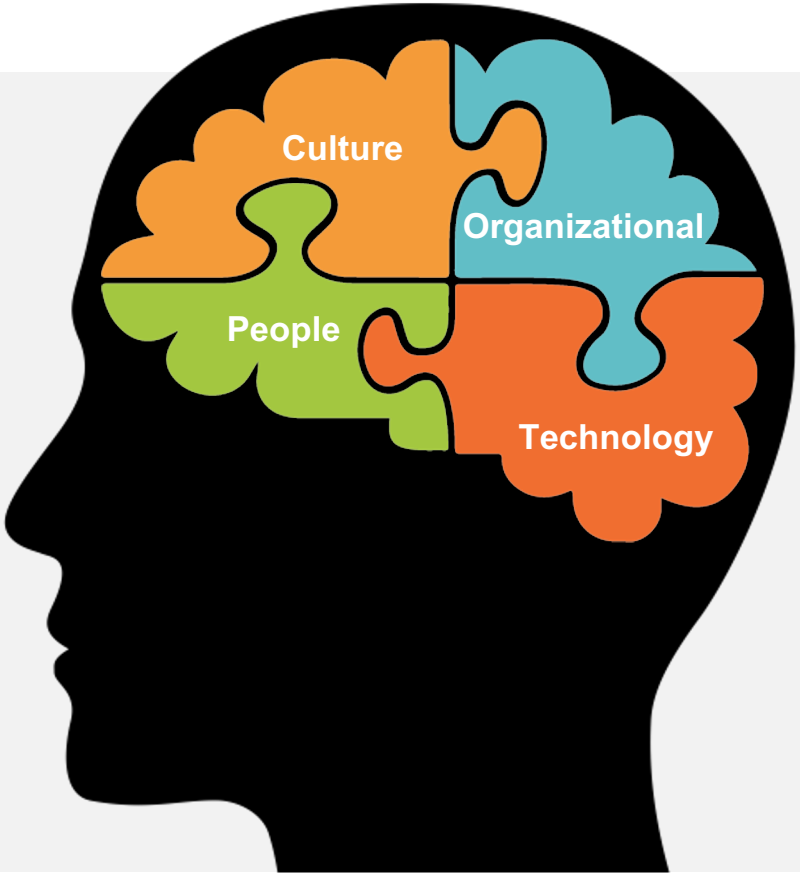
2

Process

3

Outcomes

1 Structure



1 Structure: Culture

- Ivory tower
- Clinical training and education

1 Structure: People

Personal characteristics that help or hinder optimal usage of health care:

- **Background, personal history, historic trauma, e.g. clinicians and patients same race/ethnicity**
- **Differences in education, culture, language, literacy levels**
- **Familiarity with and ability to navigate through systems**
- **Person resources (financial, social, geographic location) e.g. “VIP” patients**
- **Access to healthcare, healthy food, housing**

1 Structure: Organizational

- Organizational policies and procedures
- Front office role (administration, triage)
- e.g. Ebola “did you travel lately?”

1 Structure: Technology

- Current structure resonates with the people who create and use the documentation
- Different people express their data differently
- Think about how the Eurocentric paradigm influences documentation (i.e., design)

2 Process

- Who defines the goals of documentation process
- For example, regulatory requirements like meaningful use

2 Process

- **Important patient characteristics (e.g. race, ethnicity, gender identity, sexual orientation cultural heritage) may be documented based on either confidence of the recorder or perceived value to the system**

- **Information may be screened out if deemed unimportant.**

3 Outcomes

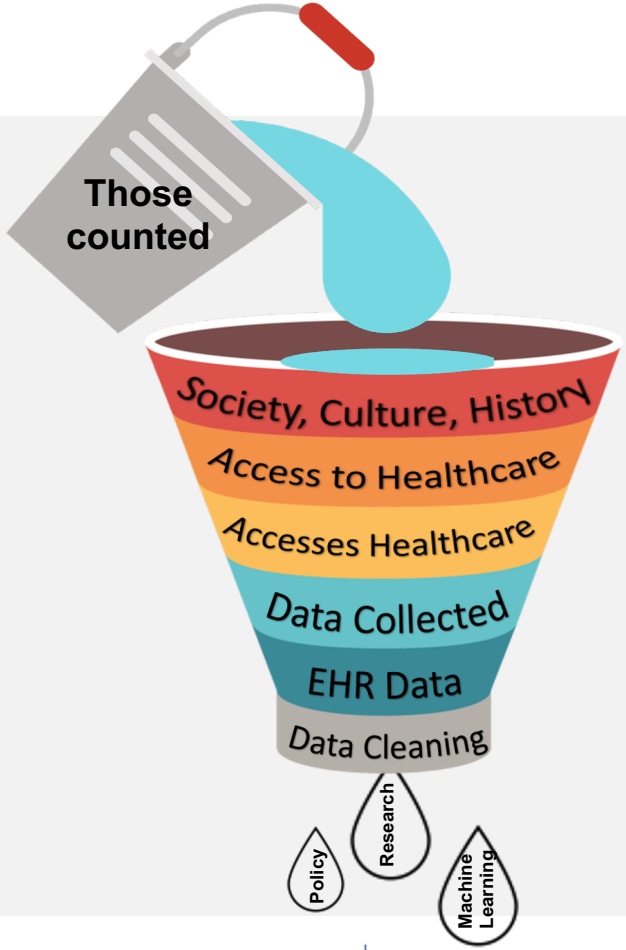
- **Patient-centered care components, like preferences, core values, contextual information, shared decision-making preferences may be missing.**

3 Outcomes

- For what purposes do we use our documentation?
- If a document is used in the court of law, who is silenced?

3 Outcomes

- Information is filtered through systems and processes
- Downstream data is biased
- Effect of data collection on data science



Please remember, there is a lot that we don’t record that matters in healthcare.

If we recorded the whole patient visit would we fix the problem?

Acknowledgements

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